

DTE Energy



Dear Customer:

This is in response to your recent inquiry concerning damages and/or losses.

By completing the attached form as thoroughly as possible, you can help us to more efficiently evaluate and process your claim. It is required that you attach supporting documentation as defined below:

Vehicle Damage*: Please attach copies of estimates from two repair shops on their printed invoice or estimating form. (*We reserve the right to request an independent estimate.)

Food Spoilage: Please attach an itemized list of spoiled items showing the price of each and the total for all items, and copies of receipts or method of payment, if any.

Property or Equipment Damage*: Please attach detailed copies of repair bills or two detailed estimates. Invoices and/or estimates must be on printed forms. If the damage requires emergency repairs, i.e. water damage, photographs are required showing the damages incurred prior to repair. (*Note: Our investigation will include field inspections to verify damages claimed and to obtain such other proof as required by the circumstances of the case.)

Equipment Failure: The Company will not be liable for damages caused by any interruption of service, i.e., frozen regulators, incidents beyond our control, vandalism, tree or animal contact, scheduled outages, voltage or frequency variations, single phase supply to three phase lines, or reversal of phase rotation unless the Company fails to exercise reasonable care and skill in furnishing the service.

Storm Damage: The Company will not be responsible for damages resulting from weather related conditions, i.e. storms, wind, ice, lightning.

Upon receipt of your damage claim, you will receive an acknowledgement letter identifying the assigned Claims Representative. An investigation will be conducted and a decision will be rendered as quickly as possible. Once the investigation is complete, you will receive a phone call or a letter with our determination.

DTE Energy – Damage Claims Management
1-800-477-4747

